SAKHIWO
HEALTH SOLUTIONS

11 February 2021

To whom it may concern

As part of the Commissioning and Operationalising of the new 530 Bed Cecilia Makiwane Hospital in Mdantsane East London, Francois Snijman Food Service Consulting (FSFC) was engaged to provide the training and logistical support for the existing staff of the hospital kitchen. The project entailed a change over from "bulk serving" in the wards to a preplating system in the new kitchen.
The challenge of achieving a complete mindset change for the kitchen staff and management, required a hands – on approach to which the FSFC's small team successfully rose to the occasion.

FSFC commenced in August 2017, with the first plated meals being delivered to the newly occupied hospital incrementally during September 2017.
With the new operational protocols, systems, policies and procedures in place, a team of 30 new ward hostesses joined the kitchen team in mid/late September 2017. In tense training of this team was undertaken by FSFC and fine tuning continued until the completion of the contract in April 2018.
The highlight of FSFC's involvement was the achievement of a Gold Star Rating by an external evaluation body as well as a very significant food cost saving of 52%.
We have no hesitation in recommending FSFC for any project in the future.

Yours Sincerely

Hylton Schwenk
Manager